

# **YOUTH, FAMILY, AND COMMUNITY SPECIALIST I**

**GRADE: 18**

**FLSA: EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Youth, Family, and Community Specialist I performs intermediate professional work in providing social services and individual, family, and group guidance, and referral services. This work is proactive and involves some outreach into the community and advising members of the community as to the availability of local resources to prevent or alleviate social problems. While the physical requirements of the position are limited to light in nature, considerable mental effort is required to resolve relative issues. The work is subject to general policy direction, practices and procedures, covered by precedents and general supervisory review.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Interviews clients with problems, such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments, to determine nature and degree of problem.
- Responds to individual youth, family, and community crises relative to problems of youth and their families and makes referrals to schools and other parties involved.

- Advise clients individually, in family, or in other small groups regarding plans for meeting needs.
- Evaluates clients with problems to determine specific needs relative to income, age, or other economic or personal situations.
- Visits individuals and families and addresses neighborhood groups to promote supportive services available to those needing assistance.
- Provides individual and community outreach and involvement in community groups and community concerns such as community education; financial assistance; parenting; information about youth services, activities and programs; and intervention in crises involving youths.
- Provides case management, crisis intervention information and referral, employment counseling, and other program services to individuals referred by schools, families, courts, the community, other agencies, and to self-referrals.
- Maintains good working relationships with other City staff as well as other public and private agencies and groups.
- Performs crisis intervention by responding to emergencies.
- Assists with coordinating various departmental special events.
- Performs as an advocate and mediator, assisting youths and families in the resolution of their problems.
- Organizes community oriented and recreation activities appealing to youth groups; responds to emergency social situations at local senior and junior high schools.
- Investigates social conditions in response to complaints and reports findings.
- Refers individuals to various public or private agencies for assistance.
- Leads group discussions and provides education programs in such areas as addiction prevention, parenting, suicide prevention, family problems, financial problems, dating, education, etc.
- Provides socially oriented technical assistance to community organizations.
- Prepares reports, informative booklets, memoranda, and related correspondence.
- Works irregular schedules as required.
- Reviews service plans and performs follow-up to determine quantity and quality of service provided to the client and status of the client's case.
- Determines client's eligibility for financial assistance.
- Provides assistance in obtaining services and information related to such concerns.
- Responsible for processing client applications for financial assistance.
- Performs other duties as required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

- Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in social work,

human services, psychology, counseling, or a closely related field and two years' experience in a social services setting. Possession of an appropriate driver's license valid in the State of Maryland. Professionals providing counseling must be able to obtain the appropriate Maryland State License in the field within one year of employment.

**Preferred Knowledge, Skills and Abilities:**

- Knowledge of social and economic problems facing youths and families and the ways these problems affect both the families and individuals.
- Knowledge of the principles and practices of adolescent psychology.
- Knowledge of the principles of prevention, intervention, and treatment of substance abuse.
- Knowledge of community organization techniques and individual and group dynamics.
- Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.
- Skill to work effectively with representatives of other interested or affected agencies.
- Multilingual skills may be required based on population served.
- Ability to acquire and apply good working knowledge of relevant laws and practices.
- Ability to present thoughts both verbally and in writing, to conduct interviews, and to prepare and maintain necessary records and reports.

(Employees who have completed their initial probationary period and who have received the required State of Maryland license will move to the Youth Family and Community Specialist II position in the pay period immediately following receipt of proof of licensing by the Office of Human Resources.)